

LYRA User Manual

For Local Lyra Users

Table of Contents

1. Overview	2
2. Lyra Local user registration/activation process	2
2.1 Process overview.....	2
2.2 New User registration.....	3
2.3 New user account activation.....	4
3. User login	5
3.1 User login and log out	5
3.2 User account locked/unlocked	6
3.3 Forgot password	6
4. user profile	7
4.1 Update user profile.....	7
4.2 Lyra module/practice preference customization	7
5. Mckesson BPSCONnect login integration.....	8
5.1 How to add a Bpsconnect account login to an existing Lyra-only account.....	8
5.2 Two ways to login to lyra after BPSCONnect account linking	11
5.3 Forgot BPSCONNECT account password	12
6. Lyra Support.....	13
6.1 User manual	13
6.2 Report an issue.....	13

1. OVERVIEW

LYRA is the hub for real-time communication with the Revenue Management Solutions billing platform account.

Currently implemented modules include Patient Inquiry, RAI Notes and Payment Ledger. Manuals for individual module are posted separately in Help menu.

- **Patient Inquiry** is a real-time web view of patient account information, including history for billed claims.
- **RAI Notes** is an interface for viewing current Requests for Additional Information for a practice, and allows for communication between billing staff and practice staff by entering notes to answer the requests in the request detail view.
- **Lyra Ledger** is an interface for tracking time of service patient payments that allows for billing staff to track and post transactions entered by practice staff.

LYRA is available at <https://rmsconnect.mckesson.com>. For users who have integrated BPSCoconnect account, Lyra can also be accessed via BPSCoconnect at <https://bpsconnect.mckesson.com>. Please reference section 5 for details.

2. LYRA LOCAL USER REGISTRATION/ACTIVATION PROCESS

2.1 PROCESS OVERVIEW

New user registration on LYRA web application is a manager invitation/ user self-registration process. Please see the workflow as [figure 1](#).

LYRA user roles:

- Administrator: IT Administrator
- Manager: User with manager role for a group of users on LYRA web application
- User: internal and external users

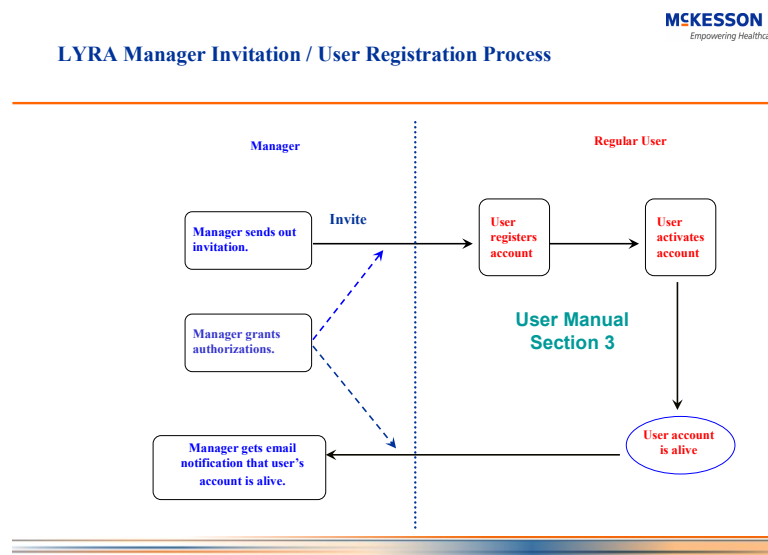



Figure 1

2.2 NEW USER REGISTRATION

New user will get manager invitation through email. (Figure 2) New user must complete the user account registration process, following the emailed instructions. (Figure 3)

 **Note:** Email address field: this address will be used for account activation and the password reset process. Please register with an email address that's accessible from your work.

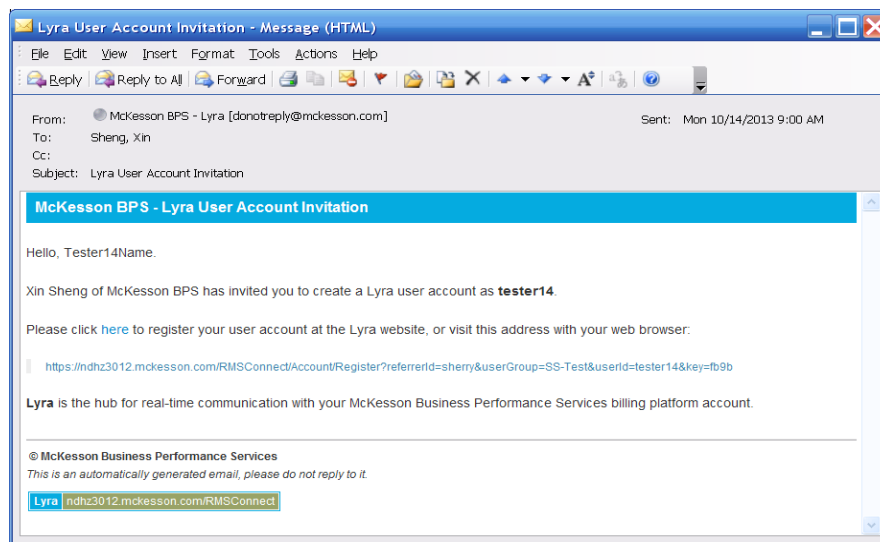


Figure 2

Create a New Account

Use the form below to create a new account with user id **123** and group **Test**.

1. After this registration form is completed, an activation mail will be sent to your email address with instructions for activating your account.
2. When you have successfully activated your user account, your referrer or manager will be notified, and will assign access rights to you if they have not already done so.
3. After you have both completed activation and had access rights assigned, you will be able to use your authorized modules and practices when logged in to Lyra.

Note: Passwords are required to be a minimum of 6 characters in length.

First name	<input type="text" value="Manager1_FirstName"/>
Last name	<input type="text" value="Manager1_LastName"/>
Phone number	<input type="text"/>
Email address	<input type="text" value="xin.sheng@mckesson.com"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>

If you ever forget the password to your account, you will need to verify your identity by giving the correct answer to the security question you choose here, to complete the password reset process.

Please choose a question and answer that you will remember, since the Lyra support team cannot recover a password for you.

Security Question	<input type="text" value="Select a question"/>
Security Answer	<input type="text"/>

Figure 3

After registration, registration complete page will be displayed explaining what's next ([Figure 4](#)).

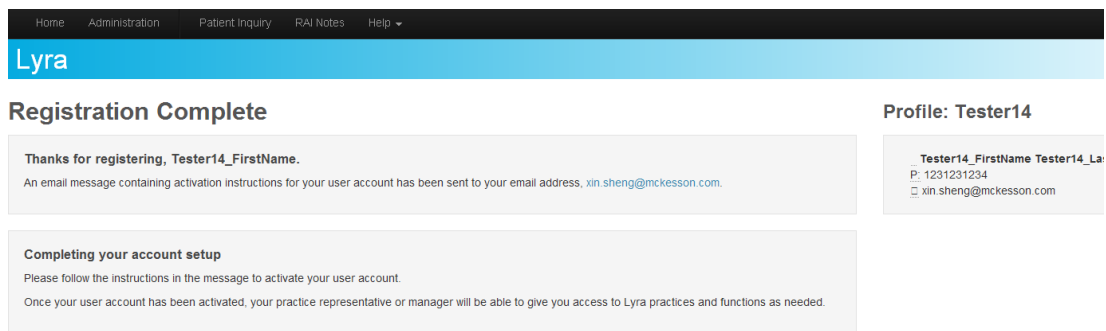


Figure 4

2.3 NEW USER ACCOUNT ACTIVATION

After successful registration, an email message containing activation instructions for the user account will be sent to the email address provided. See [figure 5](#) for the sample of activation email. Please follow the instructions in the message to activate your user account.

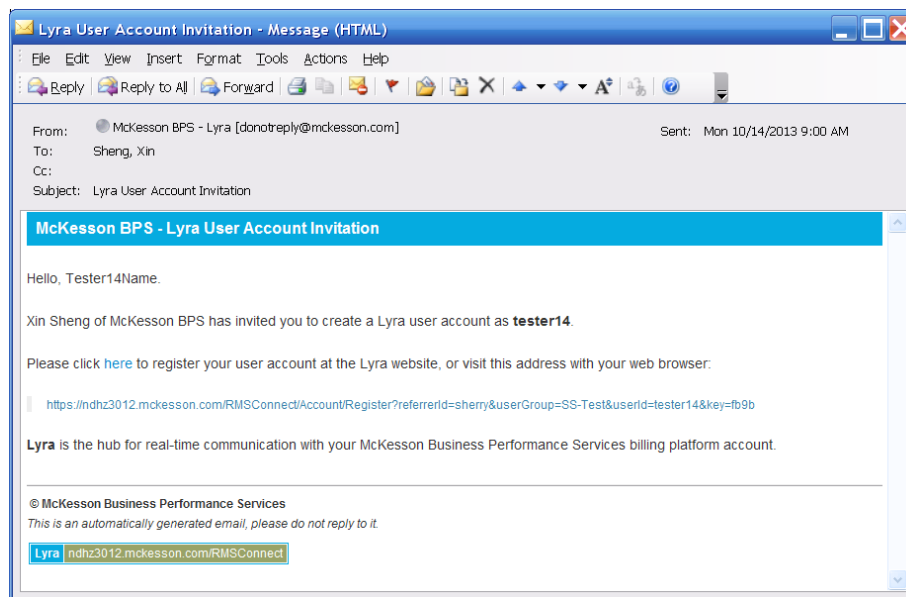


Figure 5

Once your user account is activated ([figure 6](#)), your practice representative or manager will be automatically notified.

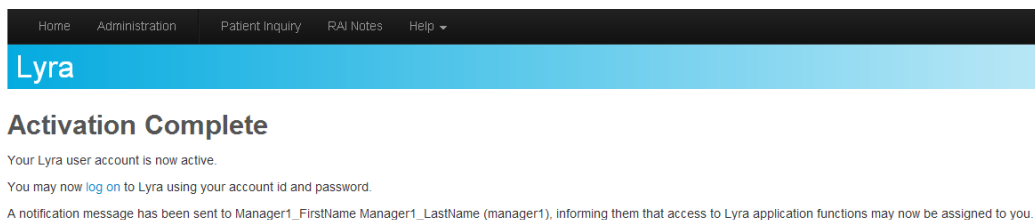


Figure 6

After the manager assigns user authorization, user will be notified by email. (Figure 7) User is now able to log in LYRA and access client accounts.

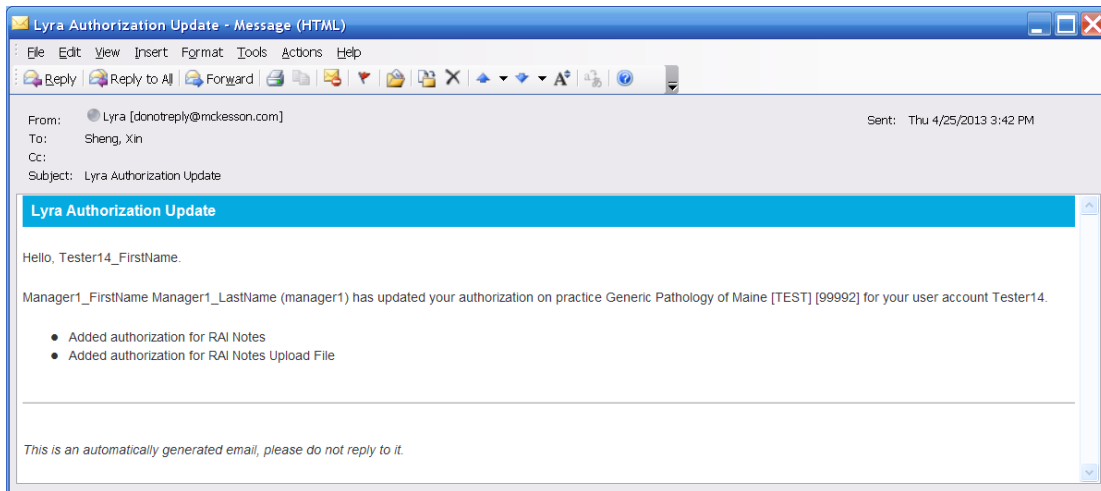


Figure 7

3. USER LOGIN

3.1 USER LOGIN AND LOG OUT

User enters Lyra account user name and password and click on “Log On” button at the left side of screen. (Figure 8)

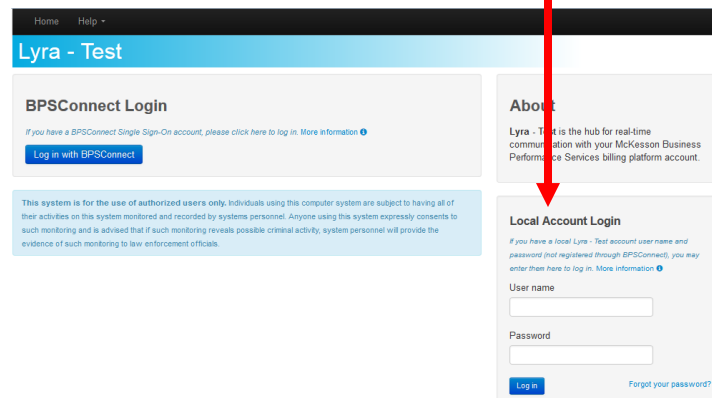


Figure 8

Depending on user's access authorization, "Patient Inquiry" and "RAI Notes" modules will be displayed at the top bar. All clients available to the user are displayed at the home page. (Figure 9)

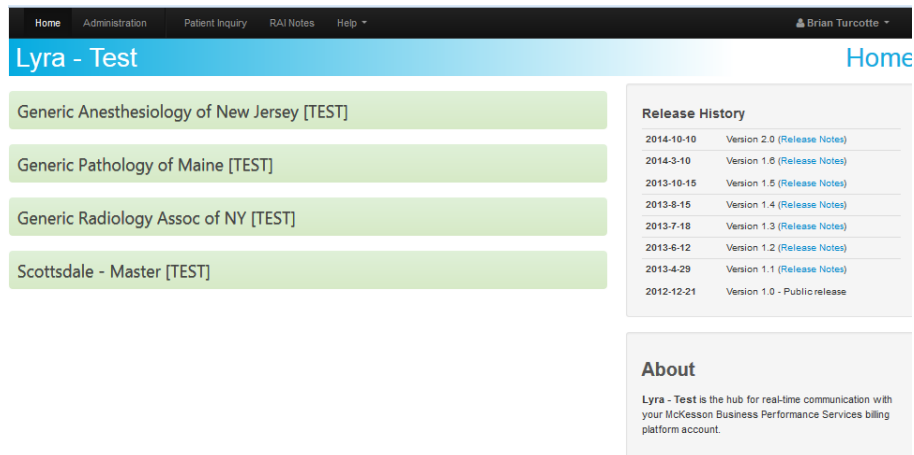


Figure 9

To logout LYRA, please click on “Log Out” on the right side of the top bar (Figure 9)

3.2 USER ACCOUNT LOCKED/UNLOCKED

After five failed log on attempts to Lyra web site within a ten minute window, the user account will be temporarily locked. The temporary lock will expire after five minutes, and can also be manually removed by a manager.

3.3 FORGOT PASSWORD

If user forgot their local Lyra account password, a password reset process can be initiated by clicking on the “forgot your password” link at the login page (<https://rmsconnect.mckesson.com>), and providing the user id and email address that user registered with. An email containing further instructions will be sent to the address provided.

- If email address you provided matches with the account id given, please follow the instructions in the email to pass the security question and choose a new password. (Figure 10)
- If email address you provided is not associated with the account id given, the reset process may not continue. Please verify the information and try again.



Note: The email link is only active for a limited period of time.

Figure 10

4. USER PROFILE

4.1 UPDATE USER PROFILE

To view or update user's profile, please click on the dropdown arrow next to user name at the right top menu bar, and click on profile. (Figure 11) The user's profile information will be displayed. User is able to update name, phone number. (Figure 11) Managers associated with users are also able to update their managed user profiles.

4.2 LYRA MODULE/PRACTICE PREFERENCE CUSTOMIZATION

User may be directed immediately to a preferred module or practice after login. To set it up: (Figure 11, 12)

- Step 1: Click on user name in the page header and then click on "Profile" in the drop down menu.
- Step 2: Click on "Customize Default Area/Practice" button.
- Step 3: Set up default area or practice. Click on the "Apply" button to save the change.

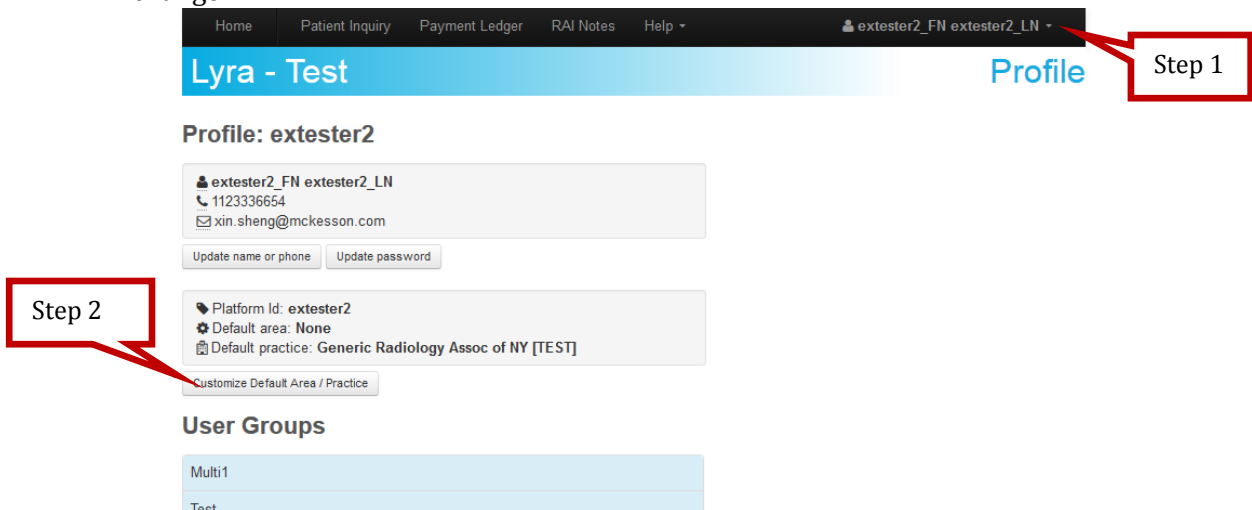


Figure 11

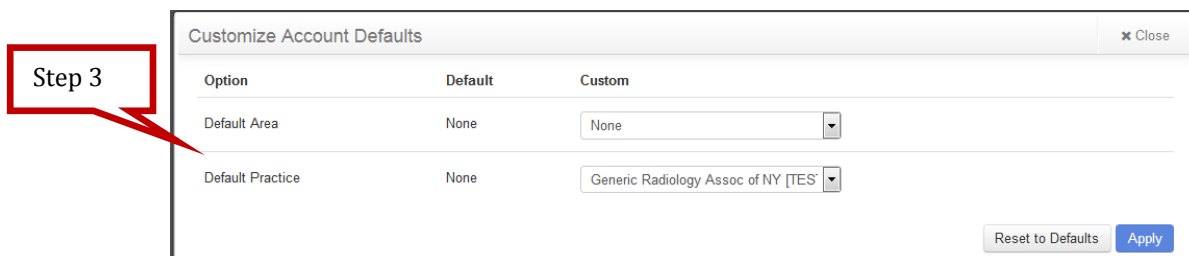


Figure 12

5. MCKESSON BPSCONNECT LOGIN INTEGRATION

Lyra was integrated to McKesson BPSSConnect in version 2.0 (release date 10/10/2014). BPSSConnect is the McKesson Business Performance Services centralized web login portal. It allows you to sign in once and then switch between BPSSConnect applications without having to remember multiple user names, passwords, or opening and closing multiple programs.

5.1 HOW TO ADD A BPSCONNECT ACCOUNT LOGIN TO AN EXISTING LYRA-ONLY ACCOUNT

1. Login to Lyra as you do earlier.
2. Click “Create BPSSConnect Account” button as shown on the home page (Figure 13: Create BPSSConnect Account). You will be directed to “Add BPSSConnect Login” page.
3. Click on “Add BPSSConnect Login” button (Figure 14: User adds a BPSSConnect account login).
4. The user will receive two emails, one from Lyra (Figure 15: Lyra email notification) and a registration email from BPSSConnect (Figure 16: BPSSConnect registration email).
5. The user should follow the link in the BPSSConnect registration email to activate their BPSSConnect account. (Figure 17: BPSSConnect account registration.)
6. The user will receive a confirmation email after completing their BPSSConnect account activation.
7. Login with your email address
8. You will be directed to “Lyra Account Confirmation” page for the first time login (Figure 18). Please verify and confirm the information.

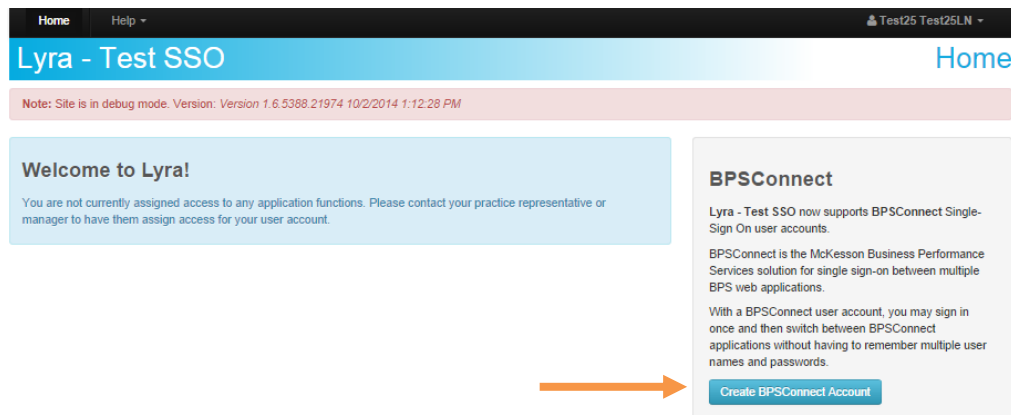


Figure 13: Create BPSSConnect Account

The screenshot shows the 'Lyra - Test SSO' web application. At the top, there's a navigation bar with 'Home', 'Help', and a user profile 'Test25 Test25LN'. Below the header, the main title 'Lyra - Test SSO' is on the left, and 'Account' is on the right. The central heading is 'Add BPSCConnect Login: sherrysheng0102+lyra25@gmail.com'. Below this, the email 'sherrysheng0102+lyra25@gmail.com' is entered. A blue button labeled 'Add BPSCConnect Login' is highlighted with an orange arrow. To the right, there are two informational boxes. The top box explains that BPSCConnect is a single sign-on solution and that users will receive a registration email. The bottom box instructs users to use the form to add a login to their existing profile and mentions that external users will log in with their email address.

Figure14: User adds a BPSCConnect account login

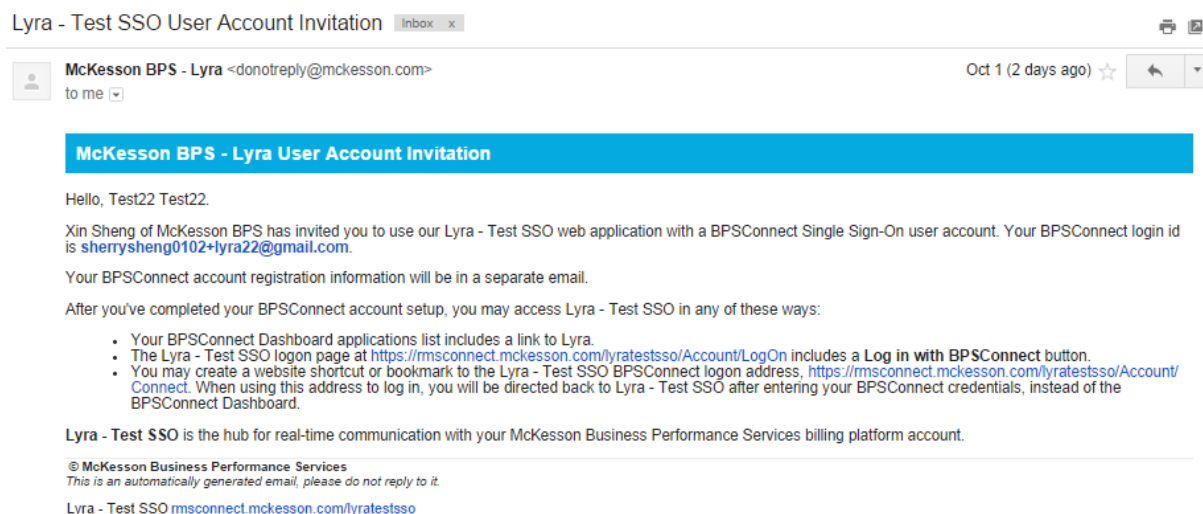


Figure 15: Lyra email notification

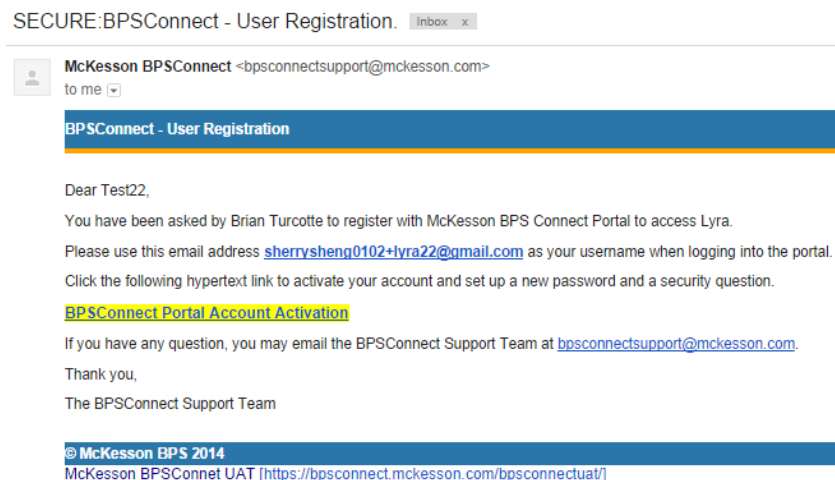


Figure 16: BPSCConnect registration email

User Account Activation

Select Security Question

What was the name of your elementary / primary school?

Security Answer

Abc123

Enter your New Password

Confirm your New Password

Note: A confirmation message will be emailed to you when your account has been successfully activated. Check the email address you had registered with McKesson BPS Connect Portal.

Activate Account

Figure 17: BPSCconnect account registration

Home Help

Lyra - Test SSO

Account Confirmation

Hello, Xin. Since this is the first time you've logged in, we need to confirm some basic information about your account, and show you our legal notice for use of protected health information through Lyra - Test SSO. Once you've confirmed your profile information and accepted the terms of usage, your account reviewer or manager will be notified, and will assign access rights to you if they have not already done so.

Title (Optional)

Ms.

First name

Xin

Last name

Sheng

Phone number

123-456-7890

This system is for the use of authorized users only. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.

☒ By checking this box and clicking the Confirm button, I am indicating that the identifying information I've provided is correct and I am authorized to access protected health information on a McKesson billing system.

Cancel

Confirm

© McKesson Business Performance Services

Figure 18: "Lyra Account Confirmation" page when first time login to Lyra

5.2 TWO WAYS TO LOGIN TO LYRA AFTER BPSCONNECT ACCOUNT LINKING

After your Lyra local account being linked to BPSSConnect account, there are two ways to access Lyra:

- **Local Lyra login** (<https://rmsconnect.mckesson.com>)
 - Continue to use your existing local Lyra user ID and enter your account credentials in the 'User name' and 'Password' fields of the Lyra logon page (<https://rmsconnect.mckesson.com>) to log in. (Figure 19: Lyra logon page)
 - Click on "Log in with BPSSConnect" button at the Lyra logon page (figure 19). Please use your BPSSConnect account credentials.
- **McKesson BPSSConnect login**

Login from BPSSConnect logon page (<https://bpsconnect.mckesson.com>) (figure 20). If the only BPSSConnect-enabled application the user has access to is Lyra, the browser session will be directed to the Lyra home page automatically after logging in.

 - For client users, please log in with your email address as User Id.
 - For McKesson internal users, please log in with your Windows EID as User Id and your Windows password.

Home Help

Lyra - Test SSO

Lyra Account Login

If you have a local Lyra - Test SSO account user name and password, you may enter them here to log in. [More information](#)

User name

Password

[Log in](#)

[Forgot your password?](#)

BPSSConnect Login

If you have a BPSSConnect Single Sign-On account, please click here to log in. [More information](#)

[Log in with BPSSConnect](#)

About

Lyra - Test SSO is the hub for real-time communication with your McKesson Business Performance Services billing platform account.

This system is for the use of authorized users only. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by systems personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.

Figure 19: Lyra logon page (<https://rmsconnect.mckesson.com>)

McKesson BPSSConnect

BPSSConnect Centralized Web Login

- This screen provides a centralized login service to core web applications and resources at McKesson BPS.
- Please Login using your McKesson User ID (e-ID) credential or email address.
- NOTE: Five invalid login attempts will lock your account.

User ID

Password

[Login](#)

[I have forgotten my password](#)

Disclaimer: This system is for the use of authorized users only. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by systems personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.

© McKesson BPS 2013 - 2014

Figure 20: BPSSConnect logon page (<https://bpsconnect.mckesson.com>)

5.3 FORGOT BPSCONNECT ACCOUNT PASSWORD

If a user forgot BPSCONnect password (<https://bpsconnect.mckesson.com>), a password reset process can be initiated by clicking on the “I have forgotten my password” link at the BPSCONnect login page (figure 20). An email containing further instructions will be sent to the address provided (figure 21, figure 22).



Note: The email link is only active for a limited period of time.

Forgot Password

Enter the e-mail address associated with your portal account, then click Continue. We will email you a link to a page where you can create a new password.

Email Address

Note: McKesson employees should use their standard McKesson credentials (EID) to access BPSCONnect. If your McKesson credentials have expired or been locked out, you should follow your business unit's standard process for reporting credential issues to McKesson Corporate IT.

[Back to Login](#) [Continue](#)

Figure 21: Retrieve password process in BPSCONnect

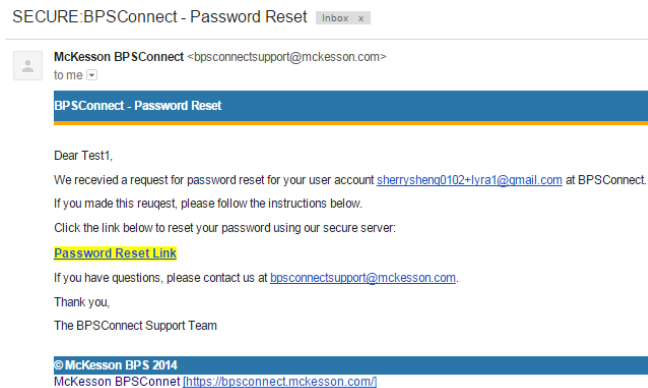


Figure 22: Password reset email from BPSCONnect

6. LYRA SUPPORT

6.1 USER MANUAL

A help menu is always available on the top navigation bar. The help menu contains links to the general user manual, as well as manuals for the Lyra application modules. Currently implemented Lyra modules include Patient Inquiry, RAI Notes and Payment Ledger. The manuals are PDF documents, and will open in a new browser tab or window.

6.2 REPORT AN ISSUE

To report an issue with the Lyra application:

- If you are a McKesson client, please contact your McKesson client manager with a description of the problem.
- If you are a McKesson employee, please use the Unicenter Service Desk at <http://itsupport.per-se.com> to enter a support request.
 - Click the Request Area to expand your options
 - From the Request Area, expand “Billing Applications”, and then expand “Billing Applications.Other”. Select “Billing Applications.Other.RMS Connect” and then your platform.
 - Your request will be then be assigned to an individual to resolve the issue.